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6/7/2005

2005 JUN 20 AM 4:07

TO: Honda Consumer Affairs Dept.
12439 NE Airport Way
Portland, Oregon 97220

FM:

Kent, Wa.

Gentlemen,

I have been a Honda customer for the past twenty-six years, and have recommended many vehicles to my friends and families.

I seem to have experience a lots of problem with the sliding door on my '99 Odyssey. In March 1999 we took delivery of an Odyssey from Renton Honda in Renton, Washington, your dealer 207834, within five months, the driver side sliding door came open while driving, brought it down to the dealer for service, they replaced both door latch assembly on 8/23/99 per a safety recall.

Five months later, on 1/30/00, driver sliding door would not shut, buzzer continue to stay on, took it down to Renton Honda again for service, this time they did not replaced anything with exception of lubing the track and cleaned the contacts.

Another five months past, on 6/8/00, driver side sliding door again would not close properly, this time Renton Honda replaced power door latch for the second time on the driver side sliding door, and this replacement lasted for two years. But on 9/30/02, passenger sliding door would not close, Renton Honda replaced both Passenger Latch & Closer Motor, and this is the second time the passenger door latch has to be replaced.

On 12/1/04, the driver side sliding door again would not be able to close and latch, this time the dealer only repositioned the door striker and realigned door. But this service only lasted for two weeks; again the vehicle was brought back to the dealer because the driver side sliding door would not be able to close and latch. On 12/16/04, the center roller hinge was replaced. A friend recommended we should have the dealer check and replaces the closer motor; we suggested to the service advisor to have the motor replaced, but this suggestion was dismissed and ignored by the service advisor and the service department would not perform the replacement for us.

Last month on 5/26/05, the driver sliding door for the sixth time would not close, we took it back down to the dealer for evaluation, this time we were told the problem is related to the closer motor, and need to be replaced. I am upset with Honda's incompetent service staffs, now that the vehicle have exceed the extended warranty mileage, I will have to pay over \$275. to have the motor replace in addition to the over \$200 we have already spent in December.

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I am also concerned that this driver side sliding door problem keeps on resurfacing at an average of every five months. I am aware of at least two Service Bulletins related to the sliding door, safety recalls 99V158000 and 00V119000. Only Safety recall 99V158000 was exercised on 8/23/99 on my vehicle, but not 00V119000. I don't think this dealer (Renton Honda) have completely resolved the safety recall issued on my vehicle. After incurred over \$1137, the problem is still exist.

I have never own a Honda vehicle that has so many problems with the same issue before; does Honda have a solution to resolve the sliding door problem on the Odyssey? Will I have to continue to spend more money every five months to have the sliding door repaired in order to provide safety for my family? I know Honda always take pride in consumer safety; however, this problem I have experienced seems to tell me otherwise! I am wondering if we have an incompetent repair service department that don't know how to resolve a safety recall, or did I somehow have purchased a Lemon from Honda. If latter is true, then I will never purchase another Honda vehicle again!

An unsatisfied customer

CC: Honda Consumer Affairs Dept., Torrance, Ca. 98501
National Highway Traffic Safety Administration, Washington, DC. 20590